

PLACING AN ORDER

BY MAIL, E-MAIL, FAX – Fill out entire order form as completely as possible. Write any special instructions or send separate drawing. If necessary, provide an additional sheet(s). Indicate Ship to if different from Bill to address, including zip code. Include your contact information (phone, fax, e-mail). If using credit card, state which one, fill in number, expiration date and sign order form. Please note that for your protection, the ship to address must be registered with your credit card company. Overseas customers should submit a picture ID.

CUSTOMER SERVICE – Open from 8:30 AM to 5:00 PM weekdays. Other times leave a message by voice mail. We will happily help you in filling out your order form. Call 212-244-4600 or outside New York City call 800-246-1233 for assistance.

DAMAGED SHIPMENTS / RETURNS – Although we take great care in packing, shipping accidents do occur. If damage has occurred, note on shipping document and **call us immediately**. Although our responsibility for damage ceases when shipment is accepted by the carrier, we will file a claim for you and contact you about making replacement. **You must save the packing materials and cartons in tact.** Arrangements will be made to send a carrier representative to see you. **Please do not return shipments until inspection has been completed and until we have authorized a return.** **Please do not return shipments without prior authorization.** The return of custom-made items is subject to prior approval by us. Surprise collect shipments will be refused and returned at your cost. Because of the custom nature of our products, there will be no refund on returned merchandise. Please call us to discuss the situation.

OUR WARRANTY – Our world wide growth and reputation have been the result of customer trust and satisfaction since 1928. We feel certain that you will find our products to be of excellent quality and workmanship. We go to great lengths to secure the best materials, even if we have to have them custom-made for us. We warranty all our custom-made portfolios for a full 30 days after you receive them. We may extend this policy in certain cases depending on the nature of the problem.



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